

NETWORK AND SYSTEMS ADMINISTRATOR I

GRADE: 19

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Network and Systems Administrator I performs difficult technical and intermediate professional and administrative work involved in installing and troubleshooting network systems including wireless systems and managing and maintaining production and non-production databases. The work requires a proactive approach. There are moderate physical demands, occasionally working in difficult work positions and there is considerable mental effort and stress involved in solving network problems. The work is performed under general supervisory review and contributes to the efficient electronic communications and systems critical to the effective management of day-to-day City operations. Incumbent is required to be on call.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

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- Assists in the deployment of network infrastructure.
- Assists in the planning, implementation, and support of the blade center, storage area networks (SAN), VMWare, and other leading-edge technologies.
- Performs capacity and resource planning, assessing of network risks and contingency planning.
- Researches, analyzes and implements software patches or hardware changes to resolve security or network deficiencies.

- Evaluates new products or services, and may manage vendor service level agreements and maintenance agreements.
- Manages and maintains or assists in the management and maintenance of production and non-production databases.
- Performs back up and recovery on all critical servers including Novell, E-mail, GIS, Permit Plan, CLASS, etc.
- Configures, upgrades, administers, and supports network connectivity for the City's numerous systems.
- Responds to help desk calls in support of nearly 400 users, 45+ servers, and the network infrastructure for all City facilities including community centers.
- Installs, maintains, troubleshoots, and repairs network hardware and software including switches, hubs, routers, CSU/DSUs, modems, cabling, and wireless technology.
- Supports the installation and maintenance of E-mail components, including servers, software, SPAM appliances, and Internet gateways.
- Diagnoses and repairs computer viruses as necessary; applies monthly updates to the anti-virus signature files for all servers and PCs.
- Keeps abreast of developments in the PC/networking field and advises IT staff and other City personnel on the most cost effective hardware/software configurations to meet user requirements
- Assists in planning, evaluating, selecting, and purchasing computer hardware and software including peripherals and accessories.
- Configures and maintains automated software distribution process.
- Upgrades, replaces, and deploys PCs, laptops, monitors, and servers in support of the City's technology refresh policy.
- Maintains and configures the City's Internet firewall including monitoring logfiles, creating and documenting rules and route statements, setting up and testing of Virtual Private Network and Remote Desktop, managing FTP access, and maintaining network security.
- Assists in administering the City's Novell networks and Microsoft-based servers.
- Administers user accounts for Lotus Notes, Rocknet, Windows, and Novell including managing passwords monitoring systems, applying software patches, upgrading, repairing, backing up and viewing log files.
- Creates, monitors, and updates help desk tickets on a daily basis.
- Provides coverage for help desk as needed.
- Assists in complex server and hardware installations.
- Configures, installs, and maintains network printers and plotters.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Graduation from an accredited college or university with a Bachelor's Degree in computer science, information systems or related field and three to five years

experience in infrastructure/network environments in network design/implementation, administration and support. Must have appropriate driver's license valid in the State of Maryland. Certifications **desired** include one or more of the following: A+ certification, Microsoft Certified Professional (MCP), Certified Netware Administrator (CNA), or equivalent as determined by the City.

Preferred Knowledge, Skills and Abilities:

- Advanced knowledge of PC systems, their components and common software packages used by the City.
- Good customer service skills.
- Skill in diagnosing and correcting hardware and software problems.
- Skill in oral and written communication.
- Skill in being detail oriented.
- Ability to configure and maintain Cisco switches, hubs, routers, CSU/DSU's, modems, cabling, and wireless technology.
- Ability to analyze and resolve network performance problems.
- Ability to work independently, plan and logically organize.
- Ability to work as part of a team.
- Ability to administer Novell networks as well as Windows and/or Linux operating systems.
- Ability to administer firewall and security systems.
- Ability to lead the work of others.

(Employees who have successfully completed their initial probationary period and who have received at least one of the following certifications: MCSE, CNE, CCNA, or equivalent as determined by the City) will move to the Network and Systems Administrator II position in the pay period immediately following receipt of proof of certification by the Department of Human Resources.)